



Office of the City Manager

September 30, 2011

To: Honorable Mayor and
Members of the City Council

From: Phil Kamlarz, City Manager 

Subject: Update on Berkeley Mental Health

Attached is a memo from Dr. Karyn Tribble, Manager of Berkeley Mental Health, about the ongoing improvements to the Division. As you know, since an assessment report was presented to the City Council last December, we have been working to make changes to the Division that will enable us to continue to provide needed services in a time of diminishing state and local funding.

While many internal changes have already been made, Monday, October 3rd, marks the beginning of a significant change in our service delivery model. The attached memo describes how the Crisis, Assessment & Triage (CAT) Phone Line will work.

All of the staff in the Health Services Department have been working extremely hard and have shown incredible commitment to maintaining health services for our community. I congratulate them on their success thus far, and look forward to sharing future updates with you.

Attachment

cc: Christine Daniel, Deputy City Manager
Deanna Despain, City Clerk
Ann-Marie Hogan, City Auditor
Mary Kay Clunies-Ross, Public Information Officer
Dr. Karyn Tribble, Manager, Berkeley Mental Health



Department of Health Services
Mental Health Division
Administration

Date: September 23, 2011

To: Berkeley Mental Health Clients & Families;
Mental Health Division Staff & Volunteers;
City of Berkeley & Albany Community Members, Stakeholders; and
City of Berkeley Department of Health Services Administration

SUBJECT: Berkeley Mental Health Division Restructuring Project

Greetings Valued Stakeholders!

I would like to take this opportunity to reiterate for some and introduce to others, the Mental Health Division and the City's, ongoing commitment to improving and renewing our Berkeley Mental Health (BMH) Division's system-wide access, administrative operations, and collaboration with individual, family, and organizational stakeholders within the Berkeley/Albany communities.

As many individuals and organizations are aware, BMH has been impacted by a variety of new developments over the last year. Two very critical issues were: a significant fiscal deficit and the impact of diminishing resources both at the state and local levels. These then provoked the corresponding need to undertake a tremendous re-organization project. This project was initiated as a result of valuable stakeholder feedback and the completion of the "**Mental Health Division Assessment and Proposed Action Plan**" submitted to our Mayor, Members of the City Council, and the Community on December 7, 2010.

This assessment report and corresponding action plan identified six key priority areas to be addressed, including but not limited to-

- (1) Fiscal Solvency;
- (2) Organizational/ Personnel Structure;
- (3) Service Delivery and Quality of Care;
- (4) Facility and Policy Changes to ensure a Safe and Welcoming Environment;
- (5) Improved Partnership with Alameda County; and a
- (6) 5-Year Strategic Plan for Change.

Since December of 2010, BMH has actively engaged in a system wide restructuring process in order to meet the needs of our community in a fiscally responsive and proactive manner. Many of these changes were obviously born out of necessity, and represent our earnest attempts to address these issues directly. To that end we are pleased to announce that beginning on **Monday, October 2, 2011** our system will formally implement a new *Crisis, Assessment, & Triage (CAT) Team* and phone line access system to serve as a portal by which we might more effectively respond to the various needs of our community.

By calling our new CAT Phone Line @ **(510) 981-5254** (*formally, BMH Mobile Crisis*), we are hoping to improve our access, more clearly define our services, and ensure that individuals contacting our system are better able to connect with the individual or programs with whom they would like to collaborate. This new phone line will continue to connect the community with essential services, such as BMH Mobile Crisis, Homeless Outreach, On-Duty Staff or Psychiatric Support, but will also route individual callers to other supports within our system such as inquiring about new services, understanding how our system works, or obtaining information regarding other community resources. We recognize that this new process will mark a significant change for the community. Therefore, we will be inviting feedback about the changes from our clients, staff, and the community over the next several months.

We are also pleased to report that we have begun the process to update our Webpage as we continue to strive towards enhancing our services. What follows is a summary of our restructuring priorities for the remainder of 2011 and through 2012-

2011 BMH Division Priorities

- I. Division Reorganization
- II. Fiscal Operations
- III. QI/Compliance Activities
 - a. *PHASE 1: Train-the-Trainer*
 - b. *PHASE 2: Staff Training & Clinical Planning*
 - c. *PHASE 3: Compliance*

2011 BMH Division Action Items

- BMH Strategic Plan
- Cultural Competence Training & Plan
- CAT IMPLEMENTATION **OCTOBER 2, 2011**

2012 BMH Division Action Items

- Electronic Records IMPLEMENTATION

Restructuring Timeline (August 29, 2011 – June 30, 2012)

- **Phase I – REORGANIZATIONAL STRUCTURE COMPLETED (August 29, 2011)**
Staffing Reorganization Complete; Supervisors Selected, Staff Reassignments Complete, Units/Teams Assigned & Staffed.
- **Phase II – TRAINING, POLICIES & PROCEDURES (August 30, 2011 – October 31, 2011)**
Internal Procedures implemented or revised (including identified for revision); additional staff training identified; increased development of Consumer-led & Family-driven programming; & Clinical Service planning for Clients.
- **Phase III – FULL IMPLEMENTATION & PROGRAM EVALUATION (November 1, 2011-June 30, 2012)**
Clinical Service Teams fully functioning and Reorganized; Continuous Quality Improvement- Ongoing Consumer, Family Member, Staff & Community Feedback; Policy & Procedural Review and Improvement;

Individualized Care Assessments & Community Supports Linkages established.

We hope this information has been helpful to you in understanding many of the recent and upcoming changes in BMH. We ask that you continually provide us with feedback regarding this change process and let us know how we are doing. There will always be opportunities for improvement and we welcome your comments, questions and concerns.

In the near future, we are hoping to increase opportunities for our stakeholders to weigh in—particularly as we commence the formal strategic planning process. We invite, and encourage, you to continue to participate with us as we all join together to enhance our system.

Thank you for your attention and active participation in advance!

Sincerely,

A handwritten signature in black ink, appearing to read 'Karyn Tribble', written in a cursive style.

Karyn Tribble, PsyD, LCSW
Manager of Mental Health
Mental Health Administration
Department of Health Services